



Department of Health and Human Services

Broadmeadows Housing Office
56-58 Coleraine St
BROADMEADOWS VIC 3047
Email: broadmeadows.housing@dhhs.vic.gov.au
www.dhhs.vic.gov.au
Telephone: (03) 9309 1255

26 November 2017

Ref No: [REDACTED]

Dear [REDACTED]

The Department of Health and Human Services is checking your application on the Victorian Housing Register to confirm that you still want social housing, and if so that you are still eligible and your information is up to date.

Please complete the attached form and provide all the requested documents by 24 December 2017 to the Housing Advice and Assistance Team at the Broadmeadows Housing Office on (03) 9309 1255.

When your information has been checked, a letter will be sent advising if you are still eligible to remain on the register.

If the form and the documents are not received by the due date, the department will assume that you no longer need housing and your application will be removed from the register

If you are not sure how to fill in the form or have other questions, please call the Housing Advice and Assistance Team at the office mentioned above.

If you no longer want to be on the register, please contact your local office. You can cancel your application over the phone. If you change your mind within two years, and you are still eligible for social housing, you can have your application put back on the register.

Please quote reference number [REDACTED] when making enquiries.

Yours sincerely

Stuart Lindner
Director, Service Implementation and Support

Victorian housing register

TMP-CL-193

A PARTNERSHIP BETWEEN THE VICTORIAN GOVERNMENT AND COMMUNITY HOUSING ORGANISATIONS

LanguageLink

English

This letter relates to an application for housing on the Victorian Housing Register, a public housing tenancy or a bond loan application. If you need help understanding this letter, contact your local Department of Health and Human Services office, or call Language Link on (03) 9280 0799 for an interpreter.

Arabic العربية

تتعلق هذه الرسالة بطلب للسكن على سجل الإسكان التيكورني، أو إيجار الإسكان العام أو طلب الحصول على قرض جريون العنمان. إذا كنتم بحاجة إلى مساعدة في فهم هذه الرسالة، تفضلوا بكتابة: الرقم المرجعي للخدمة البشرية المعنى، أو اتصلوا برابط اللغة (Language Link) وذلك على الرقم التالي (03) 9280 0799 للمحمر على مترجم.

Simplified Chinese 中文

本信是有关维多利亚州公房登记处的房屋申请、公房租赁或押金贷款申请。如果您在理解本信内容方面需要帮助，请联系您所在地区的民政部（Department of Health and Human Services）办事处，或拨打(03) 9280 0799 致电 Language Link，要求口译员协助。

Traditional Chinese 繁體中文

此信關於維州公房申請、公房租賃或押金貸款申請等事項。如果你需要幫助才能理解此信，請聯絡當地的衛生與人民服務部(Department of Health and Human Services)辦事處，或撥語言連接電話號碼 (03) 9280 0799 獲得傳譯員的幫助。

Croatian Hrvatski

Ovo pismo se odnosi na jedno od sljedećeg: na ulaganje molbe za primanje stambenog smještaja kroz Viktorijski stambeni registar, na vaš društveni stambeni najam, ili na molbu za dobivanje kredita za polog. Ako ne razumijete dobro što u njemu piše, kontaktirajte vaš mjesni ured Ministarstva za zdravstvo i društvene usluge ili nazovite Language Link na broj (03) 9280 0799 da biste porazgovarali uz pomoć tumača.

Polish Polski

Ten list odnosi się do wniosku o mieszkanie znajdujące się w Wiktoriańskim Rejestrze Mieszaniowym, wynajem mieszkania publicznego lub do wniosku o pożyczkę na kaucję. Jeśli potrzebujesz pomocy w zrozumieniu tego listu, skontaktuj się ze swoim lokalnym biurem Department of Health and Human Services lub zadzwoń do Language Link pod numer (03) 9280 0799 i poproś o tłumacza.

Russian Русский

Это письмо связано с заявлением о предоставлении жилья через Жилищный регистр штата Виктория (Victorian Housing Register), с арендой государственного жилья или с заявлением о предоставлении ссуды для внесения залога. Если вам нужна помощь для того, чтобы понять содержание этого письма, обратитесь в местное отделение Департамента здравоохранения и услуг для населения (Department of Health and Human Services) или, если вам нужен переводчик, позвоните на Language Link по номеру (03) 9280 0799.

Somali Somali

Warqadaani waxay la xiriirtaa codsashada guri-siinta khuseysa Diiwaan-hayaha Guri-siinta Victoria, kireysiga guryaha dadweynaha ama codsiga daynta dhigaalka (bond). Haddii aad uga baahan tahay sawiimaad fahamka warqaddan, la-xiriir xafiiska Adeegyada Waxbarashada Department of Health and Human Services, ama ka wac Language Link taleefanka (03) 9280 0799 wixii turjumaan ah.

Spanish Español

Esta carta se refiere a una solicitud de vivienda en el Victorian Housing Register, un contrato de arrendamiento de vivienda pública o una solicitud de préstamo de fianzas. Si necesita ayuda para entender esta carta, póngase en contacto con la oficina local del Departamento de Salud y Servicios Humanos o llame a Language Link al (03) 9280 0799 para un intérprete.

Turkish Türkçe

Bu mektup, Victoria Konut Sicil'indeki bir konut, kamu konutları kiracılığı veya teminat borcu başvurusu ile ilgilidir. Bu mektubu anlamak için yardıma ihtiyacınız varsa, yerel Sağlık ve İnsan Hizmetleri Bakanlığı ofisinin ile ilgiliye geçin veya bir tercüman için (03) 9280 0799'dan Dil Bağılantısı'nı arayın.

Vietnamese Việt

Bức thư này liên quan đến một đơn xin nhà trong Sổ Đăng bạ Nhà ở Victoria, thuê nhà chính phủ hay đơn xin mượn tiền thế chẵn. Nếu quý vị không hiểu bức thư này và cần được giúp đỡ, xin liên lạc với văn phòng Bộ Y tế và Dịch vụ Nhân sinh ở địa phương hay gọi cho Language Link qua số (03) 9280 0799 để xin thông dịch viên giúp đỡ.

For other languages, an interpreter is available through your local office.

If you would like to receive this publication in an accessible format, contact your local office, using the National Relay Service 13 36 77 if required

Victorian Housing Register Eligibility review

This questionnaire is used to confirm your current social housing application details and check your eligibility to remain on the Victorian Housing Register.

What to do:

- Fill in this questionnaire in CAPITAL letters,
- Attach all the documents we ask for,
- Sign the authority for Centrelink (if using Income Confirmation)
- Sign the primary applicant declaration
- Return this questionnaire to your local Department of Health and Human Services office, or any community housing agency office.

Please tell us what you want to do with your application for housing

I still want housing

If you want to keep your application on the register, complete all sections of this questionnaire and return it - and all documentation - to your local Department of Health and Human Services office.

Otherwise - if you are not adding anyone new to your application - you can call the Broadmeadows Housing Office on (03) 9309 1255 and we can review your eligibility over the phone, and tell you if we need any documents from you.

Remove my application from the register

If you don't need social housing any longer, sign the declaration below and return this page to your local Department of Health and Human Services office, or any community housing agency office.

You do not need to complete the rest of the questionnaire. Once we have received the declaration, we will remove your application from the Victorian Housing Register. A letter will be sent to you confirming this.

Alternatively, you can call the Broadmeadows Housing Office on (03) 9309 1255 to remove your application.

Declaration by Primary applicant for REMOVAL of your housing application

I confirm that I would like my public housing application REMOVED from the Victorian Housing Register.

DD / MM / YYYY
 Primary applicant's full name Signature Date

OFFICE USE ONLY

Date received		Name	
Date registered		Service ID	
Approved category		Effective date	

About you and your contact details

Your Name	
Your Postal Address	
Your Residential Address	
Your contact phone numbers	Daytime: After hours: Mobile:
Your email address	
How would you like to receive written information from us about your application?	<input type="checkbox"/> Post <input type="checkbox"/> Email (select <u>one</u> option only)

Types of social housing you would like to be offered

Tell us which types of social housing you would like to be offered.

If you choose both, you will be more likely to get housing. Both are long term housing.

Public housing is managed by the state government. It is for people on low incomes that are most in need, especially those who have recently experienced homelessness, or have other special needs.

Community housing is managed by not-for-profit organisations. Some specialise in helping specific groups, like people with a disability, women, singles and older people.

If you chose *community housing* above, you can also choose to be considered for the following types of community housing if you think they are appropriate for you:

Aboriginal Housing Victoria provides housing for people who identify as Aboriginal or Torres Strait Islander.

Rental cooperatives are independent entities managed by tenant members.

Community-managed rooming houses (sometimes referred to also as boarding houses) generally provide housing for single people with (sometimes through disadvantage) may find it difficult to access other private rental housing.

Additional household member(s)

Tell us about the other adults and/or children who will live with you.

For new household members you have not already told us about, please provide:

Proof of identity documents if they are over 15 years old and are paid an independent income by Centrelink.

Proof of Australian residency if they were born overseas.

If they are children, *Confirmation of children's names and custody arrangements*, if applicable.

For all household members that receive their own independent income, please provide **Proof of income** and **Proof of assets** (for example, a current Centrelink statement or bank statement).

However if household members consent to Centrelink Income Confirmation, they must sign the **Authority for Centrelink to release customer information to the Director of Housing** on page 8 and are not required to supply any income or asset documents.

Documents we may need (for new people you add to the application)

Proof of Identity

If they are a Centrelink customer, over 15 years of age and with an independent income, then you do not need to provide proof of identity documents.

If they are over 15 years of age and have an income that is not from Centrelink then you must provide proof of identity documents.

Please refer to the *Proof of identity* factsheet on our website (www.housing.vic.gov.au) or by contacting one of our offices.

Proof of Australian residency

For each person who was not born in Australia, please include one of the following:

Australian citizenship certificate

Immigration visa

Passport or a letter from the Department of Immigration and Border Protection.

Confirmation of children's names and custody arrangements

If there are dependants in the household, you will need to give us one of the following documents to confirm the names of the children:

Medicare card or Health care card.

If you are requesting additional rooms for child access arrangements, documentation from a solicitor, the Family Law Court, or a statutory declaration from the primary caregiver to confirm the custody arrangements.

Household Member 1	
Title (Mr, Mrs, Ms, Miss, etc.)	Full name
Date of birth / /	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Indeterminate <input type="checkbox"/> Intersex <input type="checkbox"/> Other
What is their relationship status? <input type="checkbox"/> Single <input type="checkbox"/> Partnered to me <input type="checkbox"/> Partnered to another household member, Name: _____	
CRN or DVA number _____	
Are they Aboriginal or Torres Strait Islander? <input type="checkbox"/> No <input type="checkbox"/> Aboriginal <input type="checkbox"/> Torres Strait Islander	
Are they an Australian citizen who was born in Australia? <input type="checkbox"/> No <input type="checkbox"/> Yes	
If no, in what country were they born? _____	
When did they start living in Australia? / /	
Are they affected by Centrelink's two-year newly-arrived residents waiting period? <input type="checkbox"/> No <input type="checkbox"/> Yes	
What is their Australian residency status? <input type="checkbox"/> Australian citizen <input type="checkbox"/> Sponsored migrant <input type="checkbox"/> Permanent resident <input type="checkbox"/> Permanent Protection Visa, Subclass _____ <input type="checkbox"/> New Zealand resident <input type="checkbox"/> Resolution of Status Visa, Subclass _____	

Household Member 2	
Title (Mr, Mrs, Ms, Miss, etc.)	Full name
Date of birth / /	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Indeterminate <input type="checkbox"/> Intersex <input type="checkbox"/> Other
What is their relationship status? <input type="checkbox"/> Single <input type="checkbox"/> Partnered to me <input type="checkbox"/> Partnered to another household member, Name: _____	
CRN or DVA number _____	
Are they Aboriginal or Torres Strait Islander? <input type="checkbox"/> No <input type="checkbox"/> Aboriginal <input type="checkbox"/> Torres Strait Islander	
Are they an Australian citizen who was born in Australia? <input type="checkbox"/> No <input type="checkbox"/> Yes	
If no, in what country were they born? _____	
When did they start living in Australia? / /	
Are they affected by Centrelink's two-year newly-arrived residents waiting period? <input type="checkbox"/> No <input type="checkbox"/> Yes	
What is their Australian residency status? <input type="checkbox"/> Australian citizen <input type="checkbox"/> Sponsored migrant <input type="checkbox"/> Permanent resident <input type="checkbox"/> Permanent Protection Visa, Subclass _____ <input type="checkbox"/> New Zealand resident <input type="checkbox"/> Resolution of Status Visa, Subclass _____	

Household Member 3	
Title (Mr, Mrs, Ms, Miss, etc.)	Full name
Date of birth / /	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Indeterminate <input type="checkbox"/> Intersex <input type="checkbox"/> Other
What is their relationship status?	
<input type="checkbox"/> Single <input type="checkbox"/> Partnered to me <input type="checkbox"/> Partnered to another household member, Name: _____	
CRN or DVA number _____	
Are they Aboriginal or Torres Strait Islander? <input type="checkbox"/> No <input type="checkbox"/> Aboriginal <input type="checkbox"/> Torres Strait Islander	
Are they an Australian citizen who was born in Australia? <input type="checkbox"/> No <input type="checkbox"/> Yes	
If no, in what country were they born? _____	
When did they start living in Australia? / /	
Are they affected by Centrelink's two-year newly-arrived residents waiting period? <input type="checkbox"/> No <input type="checkbox"/> Yes	
What is their Australian residency status?	
<input type="checkbox"/> Australian citizen	<input type="checkbox"/> Sponsored migrant
<input type="checkbox"/> Permanent resident	<input type="checkbox"/> Permanent Protection Visa, Subclass _____
<input type="checkbox"/> New Zealand resident	<input type="checkbox"/> Resolution of Status Visa, Subclass _____

Household Member 5	
Title (Mr, Mrs, Ms, Miss, etc.)	Full name
Date of birth / /	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Indeterminate <input type="checkbox"/> Intersex <input type="checkbox"/> Other
What is their relationship status?	
<input type="checkbox"/> Single <input type="checkbox"/> Partnered to me <input type="checkbox"/> Partnered to another household member, Name: _____	
CRN or DVA number _____	
Are they Aboriginal or Torres Strait Islander? <input type="checkbox"/> No <input type="checkbox"/> Aboriginal <input type="checkbox"/> Torres Strait Islander	
Are they an Australian citizen who was born in Australia? <input type="checkbox"/> No <input type="checkbox"/> Yes	
If no, in what country were they born? _____	
When did they start living in Australia? / /	
Are they affected by Centrelink's two-year newly-arrived residents waiting period? <input type="checkbox"/> No <input type="checkbox"/> Yes	
What is their Australian residency status?	
<input type="checkbox"/> Australian citizen	<input type="checkbox"/> Sponsored migrant
<input type="checkbox"/> Permanent resident	<input type="checkbox"/> Permanent Protection Visa, Subclass _____
<input type="checkbox"/> New Zealand resident	<input type="checkbox"/> Resolution of Status Visa, Subclass _____

Household Member 4	
Title (Mr, Mrs, Ms, Miss, etc.)	Full name
Date of birth / /	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Indeterminate <input type="checkbox"/> Intersex <input type="checkbox"/> Other
What is their relationship status?	
<input type="checkbox"/> Single <input type="checkbox"/> Partnered to me <input type="checkbox"/> Partnered to another household member, Name: _____	
CRN or DVA number _____	
Are they Aboriginal or Torres Strait Islander? <input type="checkbox"/> No <input type="checkbox"/> Aboriginal <input type="checkbox"/> Torres Strait Islander	
Are they an Australian citizen who was born in Australia? <input type="checkbox"/> No <input type="checkbox"/> Yes	
If no, in what country were they born? _____	
When did they start living in Australia? / /	
Are they affected by Centrelink's two-year newly-arrived residents waiting period? <input type="checkbox"/> No <input type="checkbox"/> Yes	
What is their Australian residency status?	
<input type="checkbox"/> Australian citizen	<input type="checkbox"/> Sponsored migrant
<input type="checkbox"/> Permanent resident	<input type="checkbox"/> Permanent Protection Visa, Subclass _____
<input type="checkbox"/> New Zealand resident	<input type="checkbox"/> Resolution of Status Visa, Subclass _____

Your current housing circumstances

Where are you living at the moment? (Please tick all boxes that apply)	
<input type="checkbox"/> Caravan park	<input type="checkbox"/> Transitional Housing Management (THM)
<input type="checkbox"/> Crisis accommodation	<input type="checkbox"/> Community Care Unit
<input type="checkbox"/> Hotel	<input type="checkbox"/> Family & friends
<input type="checkbox"/> Owner-occupier	<input type="checkbox"/> Community managed housing
<input type="checkbox"/> Public housing	<input type="checkbox"/> Private rental
<input type="checkbox"/> Student accommodation	<input type="checkbox"/> Rooming or boarding house
<input type="checkbox"/> Temporary accommodation	<input type="checkbox"/> Vehicle
<input type="checkbox"/> Prison (please provide release date)	<input type="checkbox"/> Other (please give details)

Type of dwelling (Please tick one box only)

<input type="checkbox"/> Bedroom	<input type="checkbox"/> Transportable home
<input type="checkbox"/> House	<input type="checkbox"/> Studio or bedroom that is not part of the main house
<input type="checkbox"/> Flat/unit	<input type="checkbox"/> No dwelling or Other (please provide details);
<input type="checkbox"/> Movable unit / Self-contained bungalow	<input type="checkbox"/> _____

Date you started living there _____ / _____ / _____

How many weeks can you live there?

<input type="checkbox"/> 1-2 weeks	<input type="checkbox"/> 3-6 weeks	<input type="checkbox"/> 6-12 weeks	<input type="checkbox"/> More than 1 year
<input type="checkbox"/> Until other accommodation becomes available			<input type="checkbox"/> Unsure

Do you want another person, or an organisation to be able to make enquiries about your application on your behalf? (You can change your mind about this at any time).

If you get help from a support service, health professional or other individual, you can give us their details here if you want them to be able to speak to us about your application.

- No
 Yes (Please complete the person and/or organisation details)

Person's name		
Organisation name		
Address		
Suburb/Town		Postcode
Telephone	Landline:	Mobile:
Email address		

If they provide you with help or support, what type of help or support is it?

Do you consent to us contacting the person and/or organisation above about your application?

- No Yes

When we write to you, do you want a copy of the letter sent to your support person?

(Please speak to them about this first, so that they can expect to receive copies of letters we send you).

- No Yes

Where you want to live

Tell us where you want to live

Social housing is grouped into areas across Victoria. You cannot choose a specific suburb to live in, but you can choose up to five areas.

In cities and larger towns – such as Ballarat, Bendigo, Geelong and Melbourne – there will be a number of connecting suburbs or towns linked by public transport in each area.

Smaller towns in country areas will generally form their own area that only includes that town.

Unless we have recognised that you need accommodation in a specific location within an area, your selections are all treated equally and you could be offered housing in any one of the areas you choose.

The full list of areas is available in the *Victorian Housing Register guide*, or you may contact any housing provider's office to discuss areas you want to live.

Choose up to five areas from the areas below.

1	
2	
3	
4	
5	

Centrelink Confirmation eServices

CCeS is an online service that allows the Department of Health and Human Services (the department) to obtain information directly from Centrelink, to confirm your eligibility for housing services.

CCeS has strict privacy and security standards, and the department must have your consent before it can obtain information about you from Centrelink.

You can provide consent by signing the *Consent to use Centrelink Confirmation eServices* below, and ticking the *Income confirmation* and/or *Contact and address verification* check boxes.

More information about CCeS is available from Centrelink and from Centrelink's website: www.humanservices.gov.au.

Consent to use Centrelink Confirmation eServices

I/we authorise the Australian Government Department of Human Services (Centrelink) to provide the Victorian Department of Health and Human Services (the department) with the results of the enquiries I/we have indicated below in order to enable the department to determine if I/we qualify for social housing services.

I/we understand that the information provided by Centrelink to the department may contain the following:

- **Income confirmation.** Personal information such as (but not limited to) current or historical details of Centrelink payments received, dependants, marital/partnered status, Centrelink deductions, income from sources other than Centrelink and assets.
- **Contact and address verification.** My/our current address and contact details, and also my/our address history (up to two years), which the department may use to support an application for priority housing.

I/we authorise the department to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my/our Centrelink income, asset and payment details.

I/we understand this consent, once signed, remains valid while I am/we are a customer of the department, unless I/we revoke it by contacting the department or Centrelink.

I/we understand that if I/we withdraw my/our consent or do not alternatively provide proof of my/our circumstances/details, I/we may not be eligible for the service provided by the department.

Applicant 1	Applicant 2	Applicant 3	Applicant 4
Full name	Full name	Full name	Full name
Date of birth / /	Date of birth / /	Date of birth / /	Date of birth / /
Address	Address	Address	Address
Centrelink Reference Number CRN	Centrelink Reference Number CRN	Centrelink Reference Number CRN	Centrelink Reference Number CRN
<input type="checkbox"/> Income confirmation <input type="checkbox"/> Contact & address verification	<input type="checkbox"/> Income confirmation <input type="checkbox"/> Contact & address verification	<input type="checkbox"/> Income confirmation <input type="checkbox"/> Contact & address verification	<input type="checkbox"/> Income confirmation <input type="checkbox"/> Contact & address verification
Signature	Signature	Signature	Signature
Date / /	Date / /	Date / /	Date / /

Primary Applicant Declaration

It is the responsibility of the Primary applicant to contact the local office if there are any changes to their Victorian Housing Register application. All correspondence about the application, including offers of accommodation, will be sent to the Primary applicant only.

I, *(full name)*

of *(address)*

(occupation)

declare that:

1. I have understood the instructions given above.
2. All information requested has been provided and is true and correct.

Your signature: _____ Date: _____